

SECRETARY TO THE CITY MANAGER

DEFINITION:

Under general supervision, coordinates and performs responsible, varied and confidential administrative and technical work in support of the City Manager, which includes receptionist duties, typing, word processing, record keeping, filing and scheduling; performs related work as required.

CLASS CHARACTERISTICS:

This class is distinguished from other administrative support classes by the confidentiality, diversity and consequences of the assigned responsibilities. The technical nature of the work and the frequent use of initiative, independent judgment and discretion in dealing with a variety of individuals coupled with the need for highly developed office administrative skills differentiate this class from other secretarial classes. Due to the above listed class characteristics, this position is classified as a mid-management level position.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Perform responsible administrative and technical work in support of the City Manager.
2. Prepare a wide variety of correspondence, reports, ordinances, resolutions and documents from brief oral or written instructions, rough notes and/or recordings using a typewriter and/or word processor.
3. Review finished materials for completeness, accuracy, compliance with policies and procedures and appropriate English usage.
4. Relieve the City Manager of certain administrative matters by transmitting information and keeping informed of pertinent matters.
5. Make appointments, keep a calendar and make meeting and seminar arrangements which includes notifying participants, following-up and assisting with travel arrangements.

Secretary to the City Manager

6. Provide information to the public regarding related activities which may require the use of judgement or the interpretation of policies and procedures.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS (continued):

7. Receive and screen visitors and telephone calls to the City Manager's office and provide customer service information in response to citizen requests in a courteous and professional manner.
8. Organize and maintain records and files, some being confidential in nature.
9. Design, prepare and assemble a variety of forms, folders, agendas, packets, brochures, fliers and announcements and arrange for distribution.
10. Conduct and independently carry-through a variety of special projects related to the activities of the City Manager's Office.
11. Provide research assistance and conflict resolution for citizen complaints received in the City Manager's Office.
12. Undertakes special projects as assigned by the City Manager.
13. Assists in monitoring and preparing the City Manager's Office budget.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. Participate as a member of the Administrative Department team and in doing so may cross-train and/or provide support to the City Clerk's Office, the Human Resources Office and/or the Business Assistance and Housing Services Department.
2. May provide back-up or relief administrative support to other City departments.
3. May participate in various inter-office committees.
4. Perform other related duties as required.

Secretary to the City Manager

QUALIFICATIONS:

Knowledge of:

1. Standard office administrative and secretarial practices and procedures, including business letter writing and the operation of common office equipment.

Knowledge of (Continued):

2. Record keeping, report preparation and filing methods.
3. Correct English usage, including spelling, grammar, punctuation and vocabulary.
4. Laws and regulations on privacy, confidentiality and public disclosure.
5. Customer service techniques.
6. Organization and functions of City government.

Skill in:

1. Handling citizen complaints and difficult customers.
2. Developing and maintaining effective working relationships with those contacted in the course of the work.
3. Composing correspondence and completing projects from brief oral or written instructions.
4. Organizing and maintaining accurate records and files.
5. Researching, compiling and summarizing varied informational materials and preparing periodic or special reports.
6. Arranging and scheduling meetings and appointments and keeping an accurate, up-to-date calendar.
7. Operating a personal computer using various word processing software.

Secretary to the City Manager

8. Organizing work, setting priorities, meeting critical deadlines and following-up on assignments with a minimum of supervision.
9. Preparing and proofreading correspondence, reports and other documents.

Ability to:

1. Rapidly learn the specific procedures and systems used in the City Manager's Office.
2. Read, understand and interpret policies, procedures and regulations.
3. Organize and prioritize workload effectively to meet deadlines.
4. Carry out projects with minimal supervision.
5. Work on assignments that are moderately complex in nature, where judgment is required in resolving problems and making routine recommendations.
6. Take the initiative to solve problems and assist others.

JOB REQUIREMENTS:

1. Equivalent to the completion of sixty semester units of college with major course work in public administration, business administration, office administration or other related field of study.
2. Three years of increasingly responsible office administrative or technical support work preferably with a local government agency.
3. Typing at a rate of 50 net words per minute.
4. Attention to detail essential.
5. Bilingual English/Spanish highly desirable.

Secretary to the City Manager

MACHINES/TOOLS/EQUIPMENT UTILIZED

1. Reports, forms, pencils and pens
2. Computer monitor, keyboard and printer
3. Copy machines
4. Fax machines
5. Keys to City locks
6. Telephone
7. Typewriter
8. Answering machine

PHYSICAL DEMANDS:

1. Mobility
2. Speaking/Hearing
3. Seeing
4. Sitting
5. Use of fingers/Manual dexterity
6. Speed in using office equipment
7. Lifting up to 10 lbs.

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

1. Indoors: normal office conditions, 99% of the time
2. Travel: varying conditions, 1% of the time
3. Noise level: conducive to office setting
4. Lighting: conducive to office setting
5. Ventilation: provided by central air conditioning and/or open door
6. Dust: normal, indoor levels